



Job Description

Job Title: Helpline Specialist (part-time, Overnight shift)
Responsible To: Connections Center Manager
Responsibilities: Helpline Specialists are responsible to provide quality customer service to people requesting assistance through the Helpline Center Connections Center. This includes the 211 program, suicide and crisis support services, texting, emails, contract services and other Helpline services.

Job Requirements:

- Bachelor's degree in Social Service or related field
- Demonstrated interest in human services
- Strong oral and written English language skills
- Working knowledge of computers and software programs, proficient keyboarding skills
- Offers of employment contingent upon acceptable background check

Personal Qualifications:

- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Strong desire to provide non-judgmental, appropriate help and assistance to persons in need
- Detail oriented and organized
- Ability to manage crisis situations
- Flexibility and ability to manage many concurrent projects

Specific Responsibilities:

A. Respond to Helpline calls and texts

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude towards those requiring assistance.
2. Answer and provide appropriate assistance for information/referral calls following policies and procedures.
3. Answer and provide appropriate intervention/assistance for listening/support calls following policies and procedures.
4. Answer and provide appropriate intervention for crisis/suicide calls following policies and procedures. Prevent suicides by intervening with emergency personnel as needed.
5. Answer and provide appropriate information and intervention for contract calls. Be knowledgeable about all contract specifications.
6. Document calls/texts/emails correctly into computer tracking system according to procedure.
7. Identify active callers and follow appropriate directives as listed in the active

caller profile sheets.

8. Contact Helpline Center supervisor, on call staff, or back-up staff as necessary.
9. Complete suicide follow-ups according to procedure.
10. Working knowledge of computers and software programs, proficient keyboarding skills.

B. Provide general assistance

1. Complete projects as requested by the Connections Center Manager, Supervisor or other Helpline Center staff.
2. Initiate and organize projects while maintaining flexibility in answering all Connection Center lines.

C. Maintain awareness of Helpline Center Resources

1. Attend all scheduled Helpline Center staff meetings and in-service meetings.
2. Complete ongoing training assignments as required.
3. Review email, announcements, resource books, manuals and directories during each shift worked.

D. Professionalism

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency; demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.

E. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified.

Employee Signature

Date

Supervisor Signatures

Date

Hours: Hourly overnight/weekend shifts or as required, may include coverage of holidays and on-call overflow.

Updated: November 2021